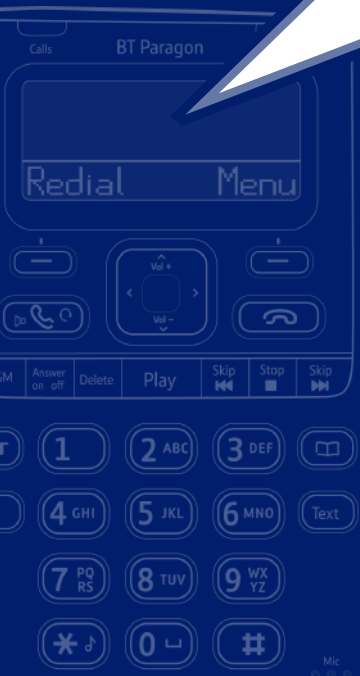
Bringing it all together

BT Paragon 550

User Guide

Welcome...

to your BT Paragon 550 corded digital telephone and answering machine



- Directory lets you store up to 100 names and numbers for easy dialling.
- Send and receive SMS text messages.[1]
- Caller Display lets you see who's calling and your phone stores details of the last 30 callers in a Calls list.[2]
- Answering machine with up to 16 minutes recording time.
- Hear your messages via the loudspeaker or privately via the handset when using the remote access feature.
- Handsfree – make and receive calls using the built-in loudspeaker.
- Calendar and alarm.

1 Requires subscription to a Caller Display Service and you must not withhold your telephone number. A quarterly fee maybe payable.

2 Requires subscription to a Caller Display Service. A quarterly fee maybe payable.

This User Guide provides you with all the information you need to get the most from your phone.

You must first set up your phone before you can use it. This doesn't take long as it is easy to do.

Just follow the simple instructions on the next few pages.

Need help?
If you have any problems setting up or using your BT Paragon 550, contact the Helpline on 0800 218 2182* or email bt.helpdesk@vtecheurope.com. Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.

Alternatively, you may find the answer in the 'Help' section at the back of this guide. Additional answers to Frequently Asked Questions are also available from www.bt.com/producthelp

* Calls made from within the UK mainland network are free. Mobile and International call costs may vary.

Got everything?

- BT Paragon 550 corded telephone
- Mains power adaptor (Item code: 039954)
- Telephone line cord
- Desk mounting plinth

IMPORTANT
Only use the telephone line cord supplied.

IMPORTANT
If you select a polyphonic ringtone the tune will continue to play for a few seconds once the handset is lifted. This is normal.

In this guide

Getting started
Location 7
Setting up 7

Getting to know your phone
Buttons 9
Main display icons 11
Navigating the menu 11
Menu map 12

Using your phone
Making calls 13
Dial a number 13
Preparatory dialling 13
End a call 13
Handsfree 13
Headset 14
Volume 14
Secrecy 15
Redial 15
Delete a redial number 15
Save a redial number to the directory 16
Delete all redial numbers 16
If the mains power fails 16

Phonebook
Open the phonebook 17
Character map 17
New phonebook entry 17
Dial from the phonebook 18
View an entry 18
Edit an entry 18
Delete an entry 19
Delete the entire phonebook 19

Caller Display
View the calls list 20
Dial from the calls list 20
Save a number to the phonebook 21
Delete an entry 21
Delete the entire calls list 22

BT Calling Features
BT Helpdesk 23
BT Directory Enquiries 23
Call Divert on/off 24
Check Divert 24
Call Waiting on/off 24

Check Call Waiting 25
Store/edit Calling Feature numbers 25

SMS text messages

Subscribe to SMS service 26
Cost of fixed line service 26
Send an SMS text message 26
Receiving a call while writing a text 28
Entering text. 29
Writing tips 30
SMS templates 30
Edit SMS template 30
Delete SMS template 31
Read, edit and send draft SMS messages . . 31
Reading SMS text messages 32
SMS alert 33
SMS Service Centre numbers. 33
Adding or changing
SMS Service Centre numbers. 34
Select a Send Service Centre number 34
Set auto delete for texts 35

Other features

Set an appointment reminder 36
Delete an appointment 37
Set alarm clock 38

Settings

Set date and time. 39
Set ringtone and ringer volume 39
Switch keypad tones on/off. 40
Switch text alert on/off 40
Adjust display contrast and backlight. 41
Speed dial 41
Dial mode 42
Store an access code (Auto prefix) 42
Reset your phone 43
Default settings 43

Answering machine

Operating the answering machine
at the base 44
Switch on/off 44
Loudspeaker volume 44
Play, repeat, skip and delete 45
Play outgoing message (OGM) 45
Call screening 46
Operating the answering machine
via the menu. 46
Switch on/off 46
Outgoing messages 47
Record your own outgoing message 47
Play/delete outgoing message 47
Play messages 48

Record a memo 48
Delete all old messages 49
Memory full 49
Answer settings 49
Remote access 51
Security PIN 51
Switch remote access on or off 51
Switch answering machine on remotely 52
Operating your answering machine
from another phone. 52

Help 54

General information
Safety 57
Cleaning 57
Environmental 57
Product disposal instructions 57
Connecting to a switchboard. 58
Dialling mode 58
Guarantee 58
How many telephones can you have? 59
R&TTE 59

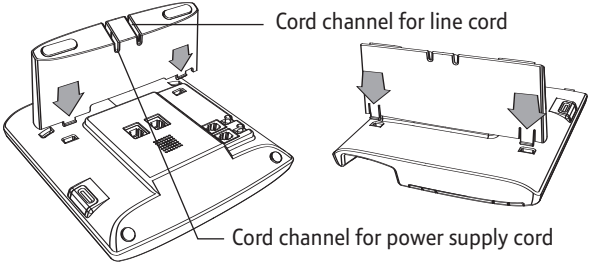
Getting started

Location

You need to place your BT Paragon 550 close enough to a mains power and telephone socket so that the cables will reach.

Setting up

1. Attach the desk mounting plinth.



2. Connect the longer straight end of the curly handset cord into the base. Connect the other end of the cord to the handset.
3. Plug the mains power adaptor into the power socket on the underside of the base. Plug the other end into the mains socket and switch the power on. The display lights up.

WARNING
Do not place your BT Paragon 550 in the bathroom or other humid areas.

IMPORTANT
The BT Paragon 550 will still be able to take and receive calls during power failure as long as the telephone line cord is still plugged in. Full functionality will of course be limited.

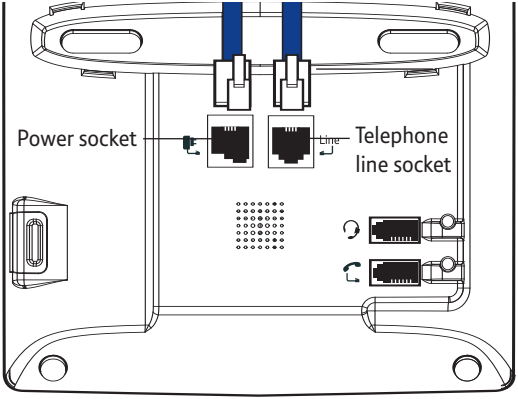
Using your BT Paragon 550 on a Broadband line?
If this product is to be used on a broadband line then you must ensure that it is connected via an ADSL microfilter. Using this product on a Broadband line without an ADSL microfilter may cause problems with this product and your Broadband service.

Additional BT ADSL microfilters can be purchased from www.shop.bt.com

Hearing aid wearers may benefit from switching their hearing aid to the middle T position and holding the earpiece up to the aid not their ear.

If you experience poor speech quality or interference, make sure the product is not located too close to other electrical appliances.

4. Connect the telephone line cord to the base of the BT Paragon 550 corded telephone and plug the other end into the wall socket.



5. Press the line cables into the grooves on the base of the phone so that the phone can lie flat.

   Providing you have subscribed to your network's Caller Display service, the day and time is automatically set when you receive your first incoming call.

   However, you can also set the day and time manually, see page 39.

   Your Paragon 550 is now ready for use.

Getting to know your phone

Buttons

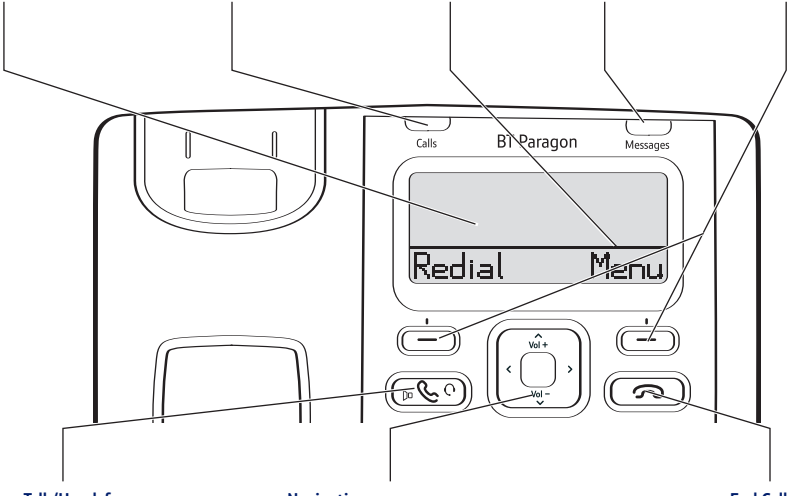
Display
Shows the status of your phone.

Calls indicator
Indicates incoming calls or new calls in the calls list, p20.

Menu
Opens the menu, p11.
Selects on-screen options.

Messages
Indicates new voice or text messages.

Options
Selects the option displayed on-screen.



Talk/Handsfree
Press to make a call, p13.
Handsfree calling, p13.

Navigation

^ v Scroll through menu options, adjust the volume during calls, p14.

< Open the Appointments calendar during a call, p36.

> Moves the cursor when entering text.

End Call
Press to end a call.
Also lets you exit from the menu.

Buttons

OGM
Press to hear your outgoing message, p45.

Answer On/Off
Switch answering machine on/off, p44.

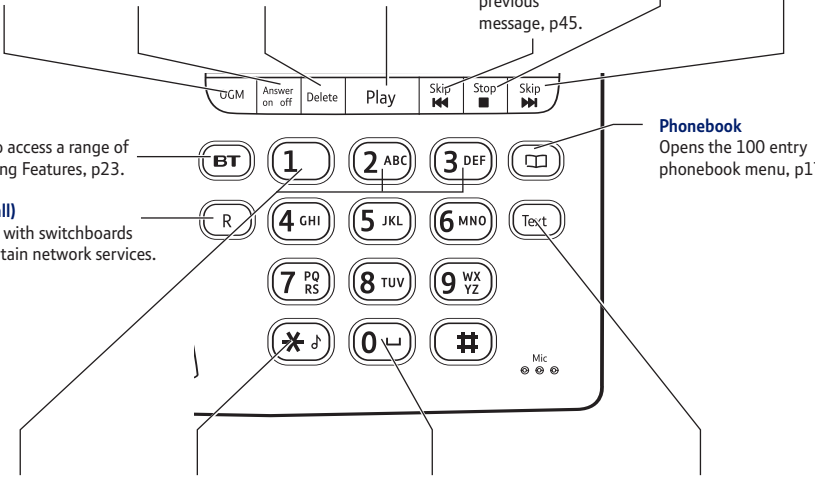
Delete
Delete answering machine messages, p45.

Play
Plays and pauses messages, p45.

<Skip
Press once to repeat the message, twice to play the previous message, p45.

Stop
Stop message playback.

Skip >
Press to play the next message.



BT
Press to access a range of BT Calling Features, p23.

R (Recall)
For use with switchboards and certain network services.

Phonebook
Opens the 100 entry phonebook menu, p17.

(1) (2) (3)
One-touch buttons – press and hold the phonebook button followed by 1, 2 or 3 to speed dial these entries, p41.

*****
Switch between upper and lower case letters when entering text, p17.

0
Press and hold to insert a Pause, p17.

Text
Opens the SMS text menu, p26.

Display icons & menu navigation

Main display icons

Ringer off

Alarm on

On-hook,

Off hook

Handsfree

New text messages

New calls received

Flashing -New answering machine messages

On – answering machine On

Navigating the menu

Your BT Paragon 550 has an easy menu system.

1. Press **Menu** to open the main menu or press the individual feature button e.g. Text to open a specific menu.
2. Scroll ^ or v to the option you want.
3. Press the **OK** option button to select the feature displayed or press the **Back** option button to return to the previous level.

Exit menu

If you want to exit a menu or the directory, either press to return to standby or press the **Back** option button until the standby screen appears.

Menu map

Answer Machine
- Play messages
- Delete messages
- Answer On/ Off
- Record memo
- Outgoing message
- Answer Settings

Settings
- Date/Time
- Sounds
- Display
- Speed dial
- Dial mode
- Auto Prefix (PBX access)
- Default reset

Calls list
- Show details
- Save entry
- Delete entry
- Delete all

Appointments
- Appointment 1-5
- Edit
- Delete

Alarm
- Mon to Fri/Daily/Off
- Time
- Ringtone

The following menus can be accessed by pressing the relevant button:

Phonebook
- New entry
- Show details
- Delete entry
- Edit entry
- Call group
- Delete all

Text messages
- Write message
- Inbox
- Drafts
- Outbox
- Templates
- Text settings

BT Calling Features
- Helpdesk
- Directory enquiries
- Divert on
- Divert off
- Check divert
- Call waiting on
- Call waiting off
- Check call waiting

Using your phone

Making calls

Dial a number

1. Lift the handset and dial the number.

Preparatory dialling

1. Enter the number first. If you make a mistake, press the **Clear** option button.
2. Lift handset to dial.

End a call

1. Replace handset.

Call timer
Your phone automatically times the duration of every external call.

The time is shown on the display during the call and for a few seconds after the call has ended.

Handsfree

1. Press . The display shows and you can hear the dial tone. Dial the number.
2. Press again to end the call.

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to both sides of your conversation.

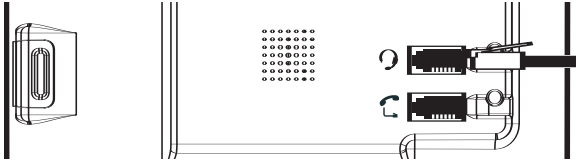
To switch a handsfree call to the handset, lift the handset.

You can use a headset with your BT Paragon 550. A headset is not supplied with the product.

When using the headset, you can switch to using the handsfree loudspeaker by simply pressing the button.

Headset

1. Plug the headset into the socket.



2. Press the button twice to answer a call, or get a dial tone if dialling out. Press the button to end your call.

Switch a call from headset to handset.

1. During a call via the headset, lift the handset. The call is automatically switched to the handset.
2. Press to switch the call between the headset and the handset.
3. Replace the handset to end the call or press .

Volume

1. During a call, press or to increase or decrease the call volume.

Secrecy

1. During a call, press the **Secrecy** option button. Display shows SECRECY ON. Your caller cannot hear you.
2. Press **OFF** to resume your call.

When on a call, you can talk to someone in the same room without your caller hearing.

When in 'call' and 'secrecy' mode, please note that no other features such as 'appointements' or 'phonebook' can be accessed.

Redial

You can redial any of the last five numbers.

1. Press the **Redial** option button. The last number dialled is displayed.
2. Scroll ^ or v to the number you want.
3. Lift the handset or press to dial.

Delete a redial number

1. Press the **Redial** option button. Scroll ^ or v to the number you want.
2. Press the **Options** option button. DELETE ENTRY is highlighted.
3. Press **OK**. The number is deleted. Press the **Back** option button until you return to standby.

Save a redial number to the directory

1. Press the **Redial** option button. Scroll ^ or v to the number you want.
2. Press the **Options** button and scroll v to SAVE NUMBER. Press **OK**.
3. Enter the NAME (see Entering names page 17).
4. If necessary scroll v to edit the NUMBER then press **Save**. SAVED is displayed. Press the **Back** option button until you return to standby.

Delete all redial numbers

1. Press the **Redial** option button. The last number dialled is displayed.
2. Press the **Options** option button then scroll v to DELETE ALL and press **OK**. DELETE ALL ENTRIES? is displayed.
3. Press **Yes** to confirm or **No** to cancel. Press the **Back** option button until you return to standby.

You can still make 999 and 112 emergency services calls on your BT Paragon 550 if the mains power fails.

If the mains power fails

If your BT Paragon 550 loses mains power or if it is unplugged, you are still able to make and receive calls including 999 and 112 calls to emergency services.

The backlight on the display will not come on and the answering machine will not function.

Phonebook

Open the phonebook

1. Press 📖. Stored entries are displayed alphabetically.

Character map

1	- . ! : 1
2 ABC	A B C (2
3 DEF	D E F) 3
4 GHI	G H I $ 4
5 JKL	J K L / 5
6 MNO	M N O @ 6
7 PQRS	P Q R S 7
8 TUV	T U V # 8
9 WXYZ	W X Y Z 9
*	Toggle Uppercase/ Lowercase
0	space
#	no function

New phonebook entry

1. Press 📖 then, press the **Options** option button. Display shows NEW ENTRY. Press **OK**.
2. Use the keypad to enter the name and the telephone number, then scroll ⌄.
3. Enter the number, scroll ⌄ to GROUP.
4. Press ‹ or › to select the group you want the entry stored under.
5. Press the **Save** option button.
6. To add another entry, press the **Options** button or press **Back** to return to standby.

You can store up to 100 names and number in the phonebook. Names can be up 14 characters long and numbers up to 24 digits long.

Entering names
Use the keypad letters to enter names, e.g. to store

TOM:

Press 8 TUV once to enter T.

Press 6 MNO three times to enter O.

Press 6 MNO once to enter M.

Writing tips
If you make a mistake, press **Clear** to delete the last character or digit.

Press 0 ␣ to insert a space.

Your phone is set to insert the first letter of a name as an upper case letter. The rest will be in lower case.

Press * to switch between lower case and upper case letters.

Insert a pause
You may need to do this if your BT Paragon 550 is connected to a switchboard. A Pause gives the switchboard time to get an outside line before dialing the number.

When entering a number, usually after entering the switchboard access code (e.g. 9) press and hold 0 – until P appears in the display.

When using the first few letters of a name to search the phonebook you may have a 1 – 2 second wait for the number to appear.

Dial from the phonebook

1. Press then scroll ^ or v to the entry you want.
2. Alternatively, press then enter the first letter of the name you want. E.g. for Emma, press twice to display names beginning with E, then scroll to the name you want.
3. Lift the handset or press . The number is displayed and dialled.

View an entry

1. Press and scroll v to the entry you want then press **Options**.
2. Scroll v to SHOW DETAILS and press **OK**. The name, number and group are displayed.
3. Press **Back** return to standby.

Edit an entry

1. Press and scroll v to the entry you want then press **Options**.
2. Scroll v to EDIT ENTRY and press **OK**, edit the name using the **Clear** option button to delete unwanted characters and replace with the correct ones.

3. Scroll ⌄ to the number and edit it in the same way.
4. Press **Save**. Press **Back** to return to standby.

Delete an entry

1. Press 📖 and scroll ⌄ to the entry you want then press **Options**.
2. Scroll ⌄ to DELETE ENTRY and press **OK**.
3. DELETE X? is displayed. Press **Yes** to delete or **No** to cancel.
4. Press **Back** to return to standby.

Delete the entire phonebook

1. Press 📖 then press **Options**.
2. Scroll ⌄ to DELETE ALL and press **OK**.
3. DELETE ALL? is displayed. Press **Yes** to delete or **No** to cancel.
4. Press **Back** to return to standby.

Caller Display

IMPORTANT
To use Caller Display you must first subscribe to your network provider's Caller Display service.

For more details on BT's Calling Features, call BT free on 0800 800 150.

When you have missed calls, the missed calls LED flashes and the screen tells you there are new calls in the Calls list. If the same number rings you more than once, each call is stored in the calls list.

Calls displayed as International, Withheld and Unavailable are not stored in the Calls List as no phone number is provided from the caller's network.

Calls list
The Calls list contains the telephone numbers of your last 30 callers.

Whether you take a call or not, the caller's details are stored in the Calls list. You can display, scroll through, dial and copy numbers in the list.

If a call is received when the Calls list is full, then the oldest entry will be deleted automatically.

New calls indicator

Displayed next to each new call.

If you subscribe to a Caller Display service, your handset shows who is calling (provided the number is not withheld, unavailable or is an international call).

If you have stored a name to go with the number in your handset directory, the name will be displayed instead.

View the Calls list

1. Press ⌄. Press **OK**.

   Or

   Press the **Menu** option button and scroll ⌄ to CALLS LIST. Press **OK**.
2. Display shows details of calls. Scroll ⌃ or ⌄ through the list.
3. Press the **Options** option button. SHOW DETAILS is highlighted. Press **OK** to view further information including the date and time of the call.
4. Press **Back** to return to standby.

Dial from the Calls list

1. Press ⌄.

   Or

   Press the **Menu** option button and scroll ⌄ to CALLS LIST. Press **OK**.

2. Scroll ^ or v to the name or number you want.
3. Lift the handset or press to dial.

Save a number to the phonebook

1. Press v.

   Or

   Press the **Menu** option button and scroll v to CALLS LIST. Press **OK**.
2. Scroll ^ or v through the list to the entry you want.
3. Press **Options**, scroll v to SAVE ENTRY and press **OK**.
4. Enter the name. If necessary scroll v to edit the number.

   Scroll v to GROUP and press < or > to select the group you want the entry stored under then press **Save**.
5. Press **Back** to return to standby.

Delete an entry

1. Press v.

   Or

   Press the **Menu** option button and scroll v to CALLS LIST. Press **OK**.

If you manually dial a number and add an 'auto prefix' such as '9', the number will appear in the calls list with a '9' at the start. If you then try to save this number from the calls list to your directory, and you also have the 'auto prefix' function set to '9' on your Paragon then the number you have saved would have two 9's at the front when next dialled.

To avoid this, you should edit any such numbers in the calls list to remove the '9' that you had manually added when initially dialling the number.

2. Scroll ^ or v through the list to the entry you want.
3. Press **Options**, scroll v to DELETE ENTRY and press **OK**.
4. Press **Back** to return to standby.

Delete the entire Calls list

1. Press v.

   Or

   Press the **Menu** option button and scroll v to CALLS LIST. Press **OK**.
2. Press **Option**, then scroll v to DELETE ALL and press **OK**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press **Back** to return to standby.

BT Calling Features

By pressing the BT button your BT Paragon 550 gives you easy access to a range of pre-stored BT Calling Features.

These are:

- 1571.
- BT Helpdesk.
- BT Dir. Enquiries.
- Call Divert On.
- Call Divert Off.
- Check Divert.
- Call Waiting On.
- Call Waiting Off.
- Check Call Wait.

The BT Calling Features works in exactly the same way as the main name and number directory and can store up to 10 entries.

If you prefer, you can delete the pre-stored entries and replace them with your own numbers. New stored numbers are added to the end of the list.

BT 1571

1. Press BT. 1571 is displayed, lift the handset or press . 1571 will be automatically dialled.

BT Helpdesk

1. Press BT BT HELPDESK is displayed, lift the handset or press . The BT Helpdesk for this product will be automatically dialled.

BT Directory Enquiries

1. Press BT then scroll ⌄ to DIR ENQUIRIES.
2. Lift the handset or press .

Call Diversion services may allow other divert options. Check with your network provider for details.

For further information, see the BT Calling Features User Guide supplied when you subscribe to the services of your choice.

Call Divert on/off

When switched on you can divert all incoming calls to another number of your choice.

1. Press BT then scroll ⌄ to CALL DIVERT ON or CALL DIVERT OFF.
2. Lift the handset or press ◁ to dial and follow the spoken instructions.

Check Divert

1. Press BT then scroll ⌄ to CHECK DIVERT.
2. Lift the handset or press ◁ to dial and listen to the status of your Call Divert.

Call Waiting lets you know if another person is trying to contact you whilst on a call. If a second caller rings you will hear a beep in the handset. Providing you have Caller Display, the screen will show the caller's details.

If you are not connected to the BT network, some of these services may not be available. Please contact your Network Provider.

Call Waiting on/off

1. Press BT then scroll ⌄ to CALL WAITING ON or CALL WAITING OFF.
2. Lift the handset or press ◁ to dial and listen for confirmation of your instructions.

Check Call Waiting

1. Press BT then scroll ⌄ to CHECK CALL WAITING.
2. Lift the handset or press ☎ to dial and listen for confirmation to hear the status of your Call Waiting.

Store / edit Calling Feature numbers

1. Press BT then scroll ⌄ to EMPTY or the entry you want.
2. Press **Options**.

   Scroll ⌃ or ⌄ and press **OK** to select:

   NEW ENTRY – to enter a new number and name

   SHOW DETAILS – to see number details.

   DELETE ENTRY – to delete the entry selected

   EDIT ENTRY – to change the existing entry

   DELETE ALL – to delete all entries in the BT Calling Features list.
3. Press **Back** to return to standby.

There are two empty slots so you can use the BT button to store and dial your own preferred numbers.

You can also edit the existing Calling Feature numbers.

SMS Text messaging

SMS stands for Short Messaging Service.

IMPORTANT
You must subscribe to your Network Provider's Caller Display service so that you can use SMS text messaging. A quarterly fee may be payable, please contact your network provider for more details.

When you are using SMS text messaging you must not withhold your telephone number or the service will not allow you to connect.

You may also send messages to landline phones that are NOT SMS compatible. Messages to non-compatible lines will be connected to voice text and delivered in spoken words to the telephone as a call. Please note that the conversion can translate common abbreviations and smileys etc, but to ensure maximum clarity of message delivery, abbreviations etc should be used sparingly.

Cost of the fixed line service
There is no subscription charge (other than the subscription to Caller Display). Visit the BT.com website (www.bt.com) to find out how much it costs to send a text message (depends upon your call package).

Welcome to the BT Text Service on your BT Paragon 550.

The SMS service is provided by BT.

Your BT Paragon 550 can send and receive messages to any mobile phone from participating mobile networks and compatible landline telephones in the UK.

The fixed line SMS service is provided under BT's terms and conditions for telephone service. These can be found by visiting the BT.com website at:
http://www.bt.com/terms

Subscribe to the SMS service

When you send your first SMS text message from your BT Paragon 550 you will automatically be registered for the service.

On receipt of your first SMS through the service, the system will send you a welcome SMS message back.

You may also register by sending the word 'Register' to 00000 upon which you will receive a confirmation message.

Send an SMS text message

1. Press Text, WRITE MESSAGES is displayed, press **OK**.
2. Use the keypad to write your message then press **Options** option button.

3. You can now scroll ^ or v to choose between:

   SEND TO – press **OK** and either enter the number you want or the **Search** option button to display your phonebook then scroll to the entry you want. Now press **OK**. NUMBER is displayed, press **Send**.

   SAVE MESSAGE – press **OK** to save a text in the Drafts messages box for sending later.

   INSERT SYMBOL – press **OK** to display the choice of symbols. Scroll ^, v, < or > to the symbol you want and press the **Use** option button. The symbol is added to your text at the cursor.

   TEMPLATE – these are pre-stored messages. Press **OK** and scroll ^ or v to the template phrase you want and press the **Use** option button. The template is added to your text at the cursor.

4. When sending a message the display shows SENDING MSG, and then, if the message is sent successfully, MSG SENT. The message is also automatically stored in your Outbox which holds up to the last five messages sent.

   If there is a problem after 3 attempts, the display shows MSG NOT SENT The message is stored in your Outbox and marked as not sent. The phone returns to the SMS text menu.

Your Paragon can send and receive messages up to 160 characters. If a message greater then 160 characters is received the last 3 characters will show as *** to illustrate that the end of the message had not been received.

A Failed message will appear in the outbox with a '!' between the time and date.

Receiving a call while writing a text

1. If you are writing a text and you receive a call, the text is automatically stored in the Drafts folder.
2. After the call, press Text, WRITE MESSAGE is highlighted, press **OK** and scroll ⌄ to DRAFTS. Press **OK**.

   If necessary, scroll to your message then press **Edit**. You can now continue writing your message. Press **Options** to send, save or delete your message.

Sent messages are stored in the Outbox

Your BT Paragon 550 outbox holds a copy of sent messages. When full, the newest message replaces the oldest.

Saved messages are stored in the Drafts folder

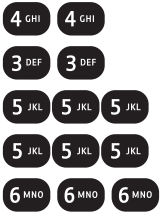
If you want to save a message to complete and/or send later you can store it in the drafts folder. When full, the newest message replaces the oldest.

The inbox, outbox and drafts folders can hold up to a combined total of 25 text messages.

Entering text

You can enter a word by pressing each letter button a number of times to display the character you want on the screen.

To write the word “Hello”, press:



Special characters

When writing texts the 1 and 0 ␣ buttons let you add punctuation.

The * ♪ button allows you to toggle between upper, lower, sentence and number case.

To use a template, see Send an SMS text message, page 26-27.

SMS templates
Use a template to add pre-set statements to make your texts easier to write.

The templates are:

- Happy Birthday!
- I'll be there soon
- I'll call you at 7pm
- Please call me at 7pm
- What time will you be available?

When you delete a template, it is shown on the screen as EMPTY.

Writing tips

If you make a mistake, press **Clear** to delete the last character or digit to the left of the cursor.

1. Press ‹ or › to move the cursor.
2. Press 0 ␣ once to insert a space.
3. Press * ♪ to switch between upper and lower case characters.

The cursor automatically moves on to the next space after a couple of seconds.

SMS Character map

1	1 . , - ? ! \ @ : ; / ( )
2 ABC	A B C 2
3 DEF	D E F 3
4 GHI	G H I 4
5 JKL	J K L 5
6 MNO	M N O 6
7 PQRS	P Q R S 7
8 TUV	T U V 8
9 WXYZ	W X Y Z 9
#	space # *
* ♪	Toggle Upper, lower, sentence case and numbers: Abc, ABC, abc, 123
0 ␣	space 0

Edit SMS templates

You can overwrite the existing templates with your own messages, up to 28 characters long.

1. Press Text, and scroll ⌄ to TEMPLATES and press **OK**.
2. The available templates are displayed. Scroll to the template you want and press **Options**.
3. EDIT TEMPLATE is highlighted, press **OK**. Press **Clear** to delete characters then enter your own template and press **OK**. You can now insert the new template into any text message.

Delete SMS templates

1. Press Text, press **OK** and scroll ⌄ to TEMPLATES and press **OK**.
2. The available templates are displayed. Scroll to the template you want and press **Options**.
3. Scroll ⌄ to DELETE TEMPLATE and press **OK**. DELETE TEMPLATE? is highlighted. Press **Yes** to confirm or **No** to cancel.

Read, edit and send draft SMS messages

If you have saved a message you have written for sending later, you can view, edit and send it from the Draft Messages box.

1. Press Text , press **OK** and scroll ⌄ to DRAFTS. Press **OK**. The date and time of the latest draft message is displayed. If necessary, scroll ⌃ or ⌄ to the message you want and press **Edit**.
2. The message is displayed. Edit the message or press **Options**.
3. You can now choose between:

   SEND TO – press **OK** and either enter the number you want or press **Search** to display your Directory then scroll to the entry you want. Now press **OK**. NUMBER is displayed, press **Send**

SAVE MESSAGE – press **OK** to save a text in the Draft messages box for sending later.

DELETE – press **OK** to delete the message

DELETE ALL – press **OK** then **Yes** to confirm or **No** to cancel.

You will not be able to receive text messages until you have first sent a message. The first sent message registers you with the text service.

Text capacity
Your BT Paragon 550 can store up to 25 text messages in total in the inbox, outbox and drafts folders.

Text memory full
The display shows MEMORY FULL. Your Inbox is full with unread messages.

You must read and delete text messages from your Inbox before new texts can be received.

Reading SMS text messages

1. When you receive a new text message the display shows TEXT X NEW. If necessary scroll ^ or v to highlight TEXT X NEW and press **OK**. INBOX, is highlighted, press **OK** again.

   Alternatively, open the inbox by pressing Text scroll v to INBOX and press **OK**.

2. Scroll ^ or v to the message you want and press **Read**.

3. Scroll ^ or v to read through the message. You can now press **Options** to:

   DELETE – deletes the current message.

   REPLY – write and send a reply.

   FORWARD – forward the message to another number.

   CALL NUMBER – ring the number.

   SAVE NUMBER – save number to the directory (if the number is already stored, this option is not displayed).

DELETE ALL – delete all messages in the Inbox.

4. Follow the on-screen prompts to save, write, send or delete the messages. Or press ❮ to return to the previous menu level.

SMS alert

The default setting is On. You can switch this off.

Your phone will beep when you receive an SMS text message.

1. Press **Menu**, scroll ❯ to SETTINGS and press **OK**.
2. Scroll ❯ to SOUNDS and press **OK**.
3. Scroll ❯ to TEXT ALERT and press **OK**.
4. Press ❮ or ❯ to select **On** or **Off**. Press **Save**.

SMS Service Centre numbers

To send and receive SMS text messages you need the telephone number of your Network's SMS Centre.

If you accidentally delete the **SEND** or **RECEIVE SMS** Service Centre numbers you will need to re-enter them in order for your SMS Service to work.

The **SEND SMS** Service number is: **1470P170940090**.

The **RECEIVE SMS** Service number is: **08005875290**.

Using more than one SMS text enabled telephone?

Only one SMS text enabled telephone base unit (digital corded or cordless) can be plugged into any one telephone line.

If you do find you want to use two base units and still receive written text messages then you will need to remove the RECEIVE service centre number from one of the phones. This will allow you to send text messages from any SMS phone but text mesages will only be received on one base unit.

Adding or changing SMS Service Centre numbers

1. Press Text, scroll ⌄ to TEXT SETTINGS and press **OK**.
2. SERVICE CENTRES is highlighted. Press **OK**.

   Service Centre 1 contains the pre-set send number.

   Service Centre 2 contains the pre-set receive number.

   Service Centre 3,4 & 5 are available for other numbers.
3. Scroll to the Service Centre you want and press **OK**. If necessary press **Clear** to delete the current number and enter the new one. Press **Save**.

Select a Send Service Centre number

If you enter additional Service Centre numbers, you can choose which send Service centre you want to use. Your BT Paragon 550 is pre-set to send using Service Centre 1 and receive using Service Centre 2.

1. Press Text, scroll ⌄ to TEXT SETTINGS and press **OK**. SERVICE CENTRES is highlighted.
2. Scroll ⌄ to SEND SERVICE and press **OK**.
3. Scroll ‹ or › to select the service centre you want and press **OK**.

   All messages sent will go via the selected provider.

Auto delete

With Auto delete set to ON, new text messages will automatically replace old texts when the 40 message capacity of the Outbox, Inbox and Drafts folders is full.

If set to OFF, you will need to delete texts manually when you see the Memory Full message.

The default setting is On.

Set auto delete for texts

1. Press Text, scroll ❯ to TEXT SETTINGS and press **OK**.
2. Scroll ❯ to AUTO DELETE and press **OK**.
3. Scroll ❮ or ❯ to select ON or OFF.

Other features

You can enter titles of appointments or other events you want to be reminded of, up to a maximum of 14 characters.

When the reminder is due, the phone rings and the display shows the title of your appointment or event.

The default ringtone will always be set as Poly 1.

Appointments

Set an appointment reminder

1. Press <.

   OR

   Press **Menu** and scroll ∨ to APPOINTMENTS .
   Press **OK**.

2. The display highlights APPOINTMENT 1. If required, scroll ∧ or ∨ to the appointment you want.

3. Press **Options** then **OK**.

4. Enter the title of the appointment.

5. Scroll ∨ to TIME and enter the time you want the reminder, using the 24 hour format (e.g. 1430 = 2.30pm)

6. Scroll ∨ to DATE and enter the date of the reminder, using the format DD/MM/YY.

7. Scroll ∨ to RINGTONE and press ∧ or ∨ to set the ringer melody for the reminder.

8. Press **Save** to confirm.

   The reminder alarm will ring using the ringtone you have set. Press **Clear** to delete the appointment or **Silence** to switch off the alarm.

Delete an appointment

1. Press ❮.

   OR

   Press **Menu** and scroll ❯ to APPOINTMENTS .
   Press **OK**.

2. The display highlights APPOINTMENT 1. If required, scroll ❮ or ❯ to the appointment you want.

3. Press **Options**, scroll ❯ to DELETE and press **OK**.

4. Press **Yes** to confirm or **No** to cancel.

Alarm clock

Set alarm clock

1. Press **Menu** and scroll ⌄ to ALARM. Press **OK**.
2. Press ‹ or › to select between OFF, MON-FRI, DAILY.
3. Scroll ⌄ to TIME and enter the alarm time using the 24 hour format, e.g. 0730 = 7.30 am.
4. If required, scroll ⌄ to RINGTONE and press ‹ or › to select the ringer melody you want for the alarm.
5. Press **Save** to confirm.

   The alarm will ring using the ringtone you have set.
   Press **Clear** to delete the appointment or **Silence** to switch off the alarm.

Settings

Date and time

Set date and time

1. Press **Menu**, scroll ⌄ to SETTINGS and press **OK**.
2. DATE/TIME is highlighted. Press **OK**.
3. Press ‹ or › to switch between 12 and 24 hour format.
4. If required press ⌄ and enter the time.
5. If required, press ⌄ and enter the date using the format DD/MM/YY.
6. Press **Save** to confirm

Display the time in 12 or 24 hour format

Set the current time and dates.

When selecting 12 or 24 hour format please be aware that this only alters the way the time is displayed on the main screen. You will always have to enter the time in the Date/Time Settings menu using 24 hour format, even if you have selected 12 hour for the display format.

Sounds

Set ringtone and ringer volume

1. Press **Menu**, scroll ⌄ to SETTINGS and press **OK**.
2. Scroll ⌄ to SOUNDS. Press **OK**.
3. RINGTONE is highlighted. Press **OK**. Press ‹ or › to select the ringtone. A sample of each ringtone is played.
4. Scroll ⌄ to VOLUME and press ‹ or › to select the level. A sample of the volume is played.
5. Press **OK** to confirm.

Choose from 15 ringtones. Choose the volume level from 1-5 and off.

Switch keypad tones on/off

When you press a button on the keypad you hear a tone. You can switch this tone on or off.

1. Press **Menu**, scroll ⌄ to SETTINGS and press **OK**.
2. Scroll ⌄ to SOUNDS. Press **OK**.
3. Scroll ⌄ to TONES and press **OK**.
4. Press ‹ or › to select ON or OFF.
5. Press **Save** to confirm.

Switch text alert tone on/off

When you receive a new text message your BT Paragon 550 gives a beep.

1. Press **Menu**, scroll ⌄ to SETTINGS and press **OK**.
2. Scroll ⌄ to SOUNDS. Press **OK**.
3. Scroll ⌄ to TEXT ALERT and press **OK**.
4. Press ‹ or › to select ON or OFF.
5. Press **Save** to confirm.

Display

To allow for different lighting conditions, you can: change the contrast on the screen (there are 5 levels) and switch the backlight On or Off.

Adjust display contrast and backlight

1. Press **Menu**, scroll ⌄ to SETTINGS and press **OK**.
2. Scroll ⌄ to DISPLAY. Press **OK**.
3. CONTRAST is highlighted. Press ‹ or › to select the level. The effect of the current level is displayed.
4. Scroll ⌄ to BACKLIGHT and press **OK**.
5. Press ‹ or › to select ON or OFF.
6. Press **Save** to confirm.

Speed dial

You can store your own preferred numbers in the speed dial buttons 1, 2 ABC, 3 DEF.

To dial, lift the handset, press and hold the 📖 button, then scroll to select speed dial 1, 2 or 3.

1. Press **Menu**, scroll ⌄ to SETTINGS and press **OK**.
2. Scroll ⌄ to SPEED DIAL. Press **OK**.
3. SPEED DIAL 1 is highlighted. Press **OK** or scroll down to SPEED DIAL 2 or 3 and press **OK**.
4. Enter the number you want to store and press **Save**. If you make a mistake, press **Clear** to delete digits.
5. Press **Save** to confirm.

Dial mode

You can set the dialling mode as Tone/Timed Break, /Tone/Earth or Pulse/Earth.

Tone is the default setting for the UK you should only have to change this if connected to a switchboard that requires Pulse dialling.

1. Press **Menu**, scroll ⌄ to SETTINGS and press **OK**.
2. Scroll ⌄ to DIAL MODE. Press **OK**.
3. Press ‹ or › to select the setting you want.
4. Press **Save** to confirm.

PBX/switchboard access (Auto prefix)

If connected to a switchboard, you may need to enter an access code (e.g. 9) before each number is dialled. Your BT Paragon 550 can store an access code which is automatically dialled before each number.

If set to ON, Auto prefix will only apply to numbers stored in your phonebook. Any numbers dialled manually will not be auto prefixed; this is because internal numbers are unlikely to need the prefix.

Store an access code

1. Press **Menu**, scroll ⌄ to SETTINGS and press **OK**.
2. Scroll ⌄ to AUTO PREFIX and press **OK**.
3. Use ‹ or › to select ON or OFF. If you select ON follow steps 4 and 5. If you select OFF you will go back one level.
4. Enter the access code, e.g. 9.
5. Press **Save** to confirm.

Default reset

Reset your phone

This will restore your BT Paragon 550 to its default settings.

1. Press **Menu**, scroll ⌄ to SETTINGS and press **OK**.
2. Scroll ⌄ to DEFAULT RESET. Press **OK**.
3. Press **OK** to confirm or **Back** to cancel.

The default settings are:

Ringtone	1
Ringer volume	5
Handset earpiece volume	3
Handsfree volume	5
Button beeps	On
Confirmation tone	On
Text alert	On
Contrast level	3
Backlight	On
Time	12:01
Date	01.01.2007
12/24 hour format	24
Appointment ringtone	1
Auto Delete (for text settings)	Off
Answer Mode	Answer & Record
Call screening	On
Remote access PIN	empty and not in use until a new PIN is entered
Return to standby	15 seconds
Speed dial buttons	Empty
Recall	Tone/Break
Phonebook	Entries not erased
Redial list	Entries not erased
SMS inbox, outbox and drafts folders	Entries not erased
Service centre 1	1470P170940090
Service centre 2	08005875290
Service centre 3-5	Empty
Templates	Happy Birthday! I'll be there soon I'll call you at 7pm Please call at 7pm What time will you be available?

Answering machine

Voice prompts
Your answering machine gives voice prompts to help you operate it.

Date and time
An announcement of date and time of recording will be added automatically to each message and memo.

If you subscribe to your network provider's Caller Display service, the date and time are set automatically when your BT Paragon 550 receives its first call, but you will also need to set the year using a handset, see page 39.

You can operate your BT Paragon 550 answering machine via:

- the menu
- the buttons on the base station
- remotely from any external Touchtone™ telephone.

The default setting for the answering machine is On.

Until you change your outgoing message, your callers will be greeted with the pre-recorded message 'Hello, your call cannot be taken at the moment, so please leave your message after the tone'.

Operating the answering machine at the base

Switch on/off

1. Press Answer on off. The machine announces On or Off.
   The display shows ⌧ when the answering machine is on.

Loudspeaker volume

1. During message playback, press ^ to increase or v to decrease the volume.

Play, repeat, skip and delete

1. Press Play. The machine announces the number of new messages and memos recorded. The day and time of each message is announced and then the message is played.

   During playback, press:

   Play pause playback, press again to resume playback.

   Delete once to delete the current message.

   Skip once to repeat the current message or twice to play the previous message.

   Skip play the next message.

   Stop stops playback and returns the machine to standby.

   After playback:

   To delete all old messages. Press Delete. You will hear, 'To delete all old messages, press delete'. Press Delete again to delete all played messages. If messages are saved then you will hear, 'Message saved'.

Message indicator
When you have new messages, the MESSAGES light flashes.

You cannot delete messages that have not been played back.

Play outgoing message (OGM)

1. Press OGM to hear your current outgoing message.

When call screening is switched on, you can listen while your answering machine takes a call. This lets you identify the caller and decide whether to take the call yourself.

You can switch call screening off. See Answer settings, page 49-50.

Call screening

1. When your answering machine takes a call, press **Screen** to hear the call. If necessary adjust the speaker volume by pressing ^ **VOL +** or v **VOL –**.
2. To speak to your caller, lift the handset or press .

Operating the answering machine via the menu

You can use the menu to:

Play messages, delete messages, switch on or off, record a memo, select and record your outgoing message and adjust your answering machine settings.

Switch on/off

1. Press **Menu**. Display shows ANSWER MACHINE. Press **OK**.
2. Scroll v to ANSWER ON/OFF and press **OK**.
3. Press < or > to display ON or OFF.
4. Press **Save** to confirm.

Outgoing messages

This is the message your callers hear when the answering machine picks up their call. Your BT Paragon 550 comes with two pre-recorded outgoing messages to choose from, see opposite.

Record your own outgoing message

1. Press **Menu**. Display shows ANSWER MACHINE. Press **OK**.
2. Scroll ⌄ to OUTGOING MESSAGE and press **OK**.
3. RECORD MESSAGE is highlighted. Press **OK**.
4. ANS & RECORD is highlighted. If required, press ⌃ or ⌄ to select ANSWER ONLY.
5. Press **OK** to begin recording. Speak your outgoing message after the beep. Press **Save** to stop recording or **Delete** to cancel. When recording an OGM you should speak to the mic on the base, you should not lift and speak into the handset.

   If you press **Save**, your message is saved and played back.

Play / delete outgoing message

1. Press **Menu**. Display shows ANSWER MACHINE. Press **OK**.
2. Scroll ⌄ to OUTGOING MESSAGE and press **OK**.
3. Scroll ⌄ to PLAY MESSAGE and press **OK**.
4. Press ⌃ or ⌄ to select ANS & RECORD or ANSWER ONLY and press **OK**.

Answer & Record
This invites your caller to leave a message.

The pre-recorded message is 'Hello, your call cannot be taken at the moment, so please leave your message after the tone'.

Answer Only
This does not allow your caller to leave a message.

The pre-recorded message is 'Hello, your call cannot be taken at the moment, and you cannot leave a message, so please call later'.

Set answer mode
To set your answering machine mode to Answer & Record or Answer Only see Answering Machine Settings, page 49-50.

To re-instate the pre-recorded message just delete your recorded message. You cannot delete the pre-recorded outgoing messages.

If you have recorded your own outgoing message, deleting it re-instates the pre-recorded message.

5. To delete the message, press **Delete** during playback.

Play messages

1. Press **Menu**. Display shows ANSWER MACHINE. Press **OK**.
2. PLAY MESSAGES is highlighted. Press **OK**.
3. The first new message is played back.

   During playback you can select:

   Pause to pause playback, press Play to resume playback.

   Delete to delete the current message.

   You can also use Skip ⏮ or Skip ⏭ buttons on the base to skip backwards or forwards through your messages.

Play all messages (All new messages will be played first with old messages following).

4. When all messages have been played back the display shows END OF MESSAGES.

Record a memo

You can record a message for other users. It is played back just like a normal message.

1. Press **Menu**. Display shows ANSWER MACHINE. Press **OK**.
2. Scroll ⌄ to RECORD MEMO and press **OK** to begin recording. Speak your message after the beep.
3. Press **Delete** to cancel or **Save** to end recording. Your message is played back.

Delete all old messages

1. Press **Menu**. Display shows ANSWER MACHINE. Press **OK**.
2. Scroll ⌄ to DELETE MESSAGE and press **OK**.
3. Press **Yes** to confirm or **No** to cancel.

You can delete played messages on your answering machine via the menu.

Memory full

The display flashes ⏺.
The machine will also automatically set to Answer Only.

Press Play to hear unplayed messages. You must delete messages before your machine can record new ones.

Answer settings

Use the settings menu to select:

Answer & Record or Answer Only mode, outgoing message male or female voice, answer delay, call screening on/off, remote access on/off and remote access PIN.

Explanations for these settings can be found opposite in the note column.

Answer mode
Set Answer & Record or Answer Only outgoing message

Answer delay
Answer delay sets the amount of time before your BT Paragon 550 answering machine picks up a call. The default setting is 15 seconds. You can select an answer delay of 0, 5, 10, 15, 20, 25, 30 seconds or Time Saver. Time Saver can save you the cost of a call when you want to ring in to find out if you have new messages. If your answering machine answers after 10 seconds, you have new messages. If you have no new messages, it won't answer your call until 20 seconds which gives you the opportunity to hang up and save the cost of a call.

Call screening
You can listen while your answering machine takes a call. This lets you identify the caller and decide whether to take the call yourself. If you select the Disable option, you will not be able to use call screening.

Remote access on/off
You can prevent any remote access to your messages by selecting the Disable option. If you disable remote access, any remote access PIN you have set is deleted.

Remote access PIN
For added security, you can set a 4-digit PIN code that has to be entered before you can listen to your messages from another phone. Keep a note of your Remote Access Security PIN by writing it in the space provided on page 56.

If you select Disable. The Remote Access Security PIN is reset to 0000.

1. Press **Menu**. Display shows ANSWER MACHINE. Press **OK**.
2. Scroll ❯ to ANSWER SETTINGS and press **OK**.
3. Display shows ANSWER MODE. Press ❮ or ❯ to select ANS & RECORD or ANSWER ONLY.
4. Press ❯ to select OGM. Press ❮ or ❯ to select FEMALE or MALE.
5. Press ❯ to select ANSWER DELAY. Press ❮ or ❯ to select the answer delay time – 0, 5, 10, 15, 20, 25, 30 or Time Saver.
6. Press ❯ to select CALL SCREENING. Press ❮ or ❯ to select DISABLE or ENABLE.
7. Scroll ❯ to select REMOTE ACCESS. Press ❮ or ❯ to select ON or OFF.

   Press **Save** to confirm.

   If you select DISABLE, the previous menu level is displayed. If ENABLED, select your Security PIN.

   Enter the 4 digit Security PIN you want. Press **OK**.

   Enter the PIN again and press **OK**. The display shows ENABLED and returns to the main answering machine menu.

8. Press **Save** to confirm.

   You can press **Save** at any stage of the Settings menu to confirm existing settings and exit the menu.

Remote access

You can operate your answering machine from any modern phone by calling your BT Paragon 550.

Switch remote access on or off.

The default setting is Enabled.

When Remote Access is enabled, you can call your BT Paragon 550 from any Touchtone™ phone to play and delete your messages, and change your answering machine settings.

1. Press **Menu**. Display shows ANSWER MACHINE. Scroll ⌄ to ANSWER SETTINGS and press **OK**.
2. Scroll ⌄ to REMOTE ACCESS and press **OK**.
3. Press ‹ or › to select ENABLE or DISABLE.
4. Press **Save** to confirm.

   If you select DISABLE, the screen will show REMOTE ACCESS DISABLED the previous menu level is displayed and the Security PIN is reset to default = 0000.

   If you select Enable:

5. Enter the 4 digit Security PIN you want. Press **OK**.
6. Enter the PIN again and press **OK**. The display shows REMOTE ACCESS ENABLED and returns to the main answering machine.

Switch remote access on or off
Switching remote access off prevents anyone listening to your messages from another phone. See Answer Settings, page 49-50.

Security PIN
A security PIN helps prevent unauthorised callers from listening to your messages. The default Remote Access Security PIN is 0000.
To set a security PIN see Answer Settings, page 49-50.

Time saver

If you have set the Answer Delay to Time Saver, your answering machine will answer after 10 seconds if you have new messages or 20 seconds if you do not have new messages.
This gives you time to hang up before you are connected, saving you the cost of a call. To set Answer Delay, see Answering machine settings, page 49-50.

If you switch the answering machine on it will automatically use the last outgoing message you specified at the base unit, be it Answer only or Answer record.

Switch answering machine on remotely

If you forget to switch on your answering machine, you can do it from another phone provided you have enabled remote access as on previous page.

1. Dial your phone number and let it ring. After 20 rings, your answering machine will answer the call in answer only mode whether Remote Access has been enabled or not. It will switch off when you hang up unless you use the remote access menu to leave your machine switched on.
2. Press * during the outgoing message. If a security PIN is set, you are asked to enter your code.

   To switch your answering machine on, see operating your answering machine from another phone below.

Operating your answering machine from another phone

During remote access, you will hear voice prompts to guide you.

1. Dial your phone number. When you hear your outgoing message, press * .
2. You will hear 'Please enter your security code'. Enter your 4-digit code.

Use the buttons on the keypad to operate your answering machine, press:

- **1** play remote access menu
- **2 ABC** play all messages (all new messages will be played first with old messages following)
- **4 GHI** skip back to previous message
- **5 JKL** delete current message
- **6 MNO** skip forward to next message
- **7 PQ RS** switch on Answer Only or Answer & Record (listen to voice prompt)
- **8 TUV** play OGM
- **9 WX YZ** record OGM
- **0** switch answering machine On or Off

If you don't give any instructions for 8 seconds after a prompt, your BT Paragon 550 will announce 'Thankyou for calling' and hang up.

If the memory is full you will hear the announcement 'Memory full' after entering your Remote Access Security PIN. You can play and delete messages as normal.

When entering your OGM, pressing **1** will stop the recording and play it back to you.

Help

No display

Check that the phone is connected to the mains power and that the mains power is switched on.

Your caller cannot hear you

Secrecy is switched on. Press the secrecy OFF option button to speak to your caller again.

Incoming caller's number is not displayed even though you have Caller Display

Caller has to allow their number to be sent. It has been withheld or is unavailable.

Possible problems with SMS

SMS messages cannot be sent and screen displays MESSAGE SENDING FAILED.

The base station power supply or telephone line cord might not be properly connected.

Check that the BT Paragon 550 power supply is plugged into the mains socket and switched on and that the telephone is plugged into the telephone wall socket.

There might be a fault on the line. Check your telephone line is working properly.

You might have deleted the server number in error. See pages 33-34. for instructions on how to enter the number.

More than one SMS product is plugged into the line. Remove other products. Please also see the note on page 33, "Using more than one SMS text enabled telephone?

Cannot send text

Check service centre number is correct including 1470P prefix.

Cannot receive text

Check service centre number is correct.

Ensure you have subscribed to a Caller Display service and that it is active. You can check this by noting if your phone displays your caller's number when you receive an incoming call.

Further help and advice for SMS queries on BT lines:

BT Residential customers – call 151, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.

BT Business Customers – call 152, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.

For other telephone service providers please contact their customer services.

General sales enquiries

BT Residential lines – call 150. BT Business lines – call 152.

For other telephone service providers please contact their customer services.

Billing enquiries

Refer to the telephone number shown on your telephone bill.

Other functions and services available from the SMS service

By sending the following commands to the BT text self administration facility you can control functions and capabilities in your SMS phone and the way messages are handled.

Press Text. Press **OK** to display WRITE MESSAGE. Type in the following commands (depending what you want to do) and send to 00000:

Opt out from receiving voice text messages.

Turns off the opt out option.

Turns on permanent voice text message delivery to your phone. All incoming text is delivered as voice text.

Turns off permanent voice text message delivery.

If you are sending a message from a fixed line phone to another fixed line phone

Forces a message you send to be delivered as a voice text even though the recipient may have an SMS enabled phone and usually receives written text.

This command is inserted at the start of the message and applies only to that message, e.g. 'Hello I will be home late'.

If you are sending a message from a fixed line phone and require a status report

Will allow a status report to be sent back to you when you have sent a message to confirm delivery. Place * 0 # at the start of your text message. Write the message and send it. You will receive a reply text back to your phone giving the status report for that message.

You keep hearing an error beep

You have pressed the wrong button in a sequence. Check the prompts in the display or refer to instructions in this user guide.

Customer Helpline

If you experience any difficulties please call the BT Paragon Helpline on 0800 218 2182* or email bt.helpdesk@vtecheurope.com

For your records

Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your remote access PIN here:

[/ / /]

For more information on your Remote Access PIN, see page 50.

General information

IMPORTANT

The BT Paragon 550 corded telephone is designed for making emergency telephone calls when the power fails as long as the telephone line cord is still plugged in. Full functionality will of course be limited.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

Safety information

It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.

Cleaning

Simply clean the handset and base with a damp (not wet) cloth, or an anti-static wipe.

Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

Do not stand your product on carpets or other surfaces which generate fibres or place it in locations preventing the free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Only use the power supply suitable for the BT Paragon 550 range using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the base mains power supply is 039954.

Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Connecting to a switchboard

Switchboard compatibility

This telephone may be connected to most types of switchboard, however in the event of any difficulties, consult your switchboard Service Provider.

Dialling mode

Your BT Paragon 550 is set to Tone dialling. Some switchboards may require Pulse dialling. To change the dialling mode, see Dialling mode, page 42.

Guarantee

Your BT Paragon 550 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Paragon 550, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

The guarantee shall only apply to defects that occur within the 12 month guarantee period.

Proof of purchase is required.

The equipment is returned to BT or its agent as instructed.

This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.

This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 54 or contact the BT Paragon Helpdesk for assistance on 0800 218 2182* or email bt.helpdesk@vtecheurope.com. Additional answers to Frequently Asked Questions are available from **www.bt.com/producthelp**

In the unlikely event of a defect occurring, the helpdesk will issue a Fault Reference Authorisation (FRA) number and instructions for replacement or repair. Please note you will need the FRA number before returning the product. This does not affect your statutory rights.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We suggest that you call our recommended repair agents on 0870 240 5029.

Returning your phone

If the Helpline is unable to remedy your problem they will issue a Fault Reference Authorisation number and ask you to return the product to your original place of purchase. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cord and power supply unit.

Technical information

How many telephones can you have?

All items of equipment have a Ringer Equivalence Number (REN) which is used to calculate the number of items that may be connected to any one telephone line.

The BT Paragon 550 has a total REN of 1. Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise.

A total REN of 4 is allowed per telephone line. (For example, if the BT Paragon 550 is used in conjunction with three extension telephones, each with a REN of 1, then the total = 4.)

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC). In demonstration with the Essential Requirement for efficient use of the radio spectrum, the product complies with EN301 406. For a copy of the Declaration of Conformity please contact the BT Paragon Helpline on 0800 218 2182* or email bt.helpdesk@vtecheurope.com

Never miss another voicemail message

BT
Bringing it all together

Take control with BT 1571 Text Alerts

If you're away from your home phone you need never miss another BT 1571 voicemail message again. Simply sign up for free to BT 1571 Text Alerts and we'll send a text message to your mobile phone as soon as you receive new BT 1571 voicemail. Then just call home and the message will be relayed to your mobile.

Stay in contact wherever you are.

It's free to sign up and text alerts are charged to the home phone number at standard rates. And remember, if you are on Option 2 or 3, this can be taken from your inclusive BT Text bundle.

It's FREE to sign up. Simply call Freephone 0800 389 5660*

* BT will send a SMS message to your chosen mobile to confirm that we have carried out the instructions. Any valid UK mobile number can be nominated.

Please note that currently only one mobile can be linked to one mailbox. In order to retrieve messages remotely, you simply press the ✱ button during the greeting message. This service only works in the UK.

This service is only available if you already have a messaging mailbox. To order your FREE messaging mailbox, call BT on 1571.

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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